

#3

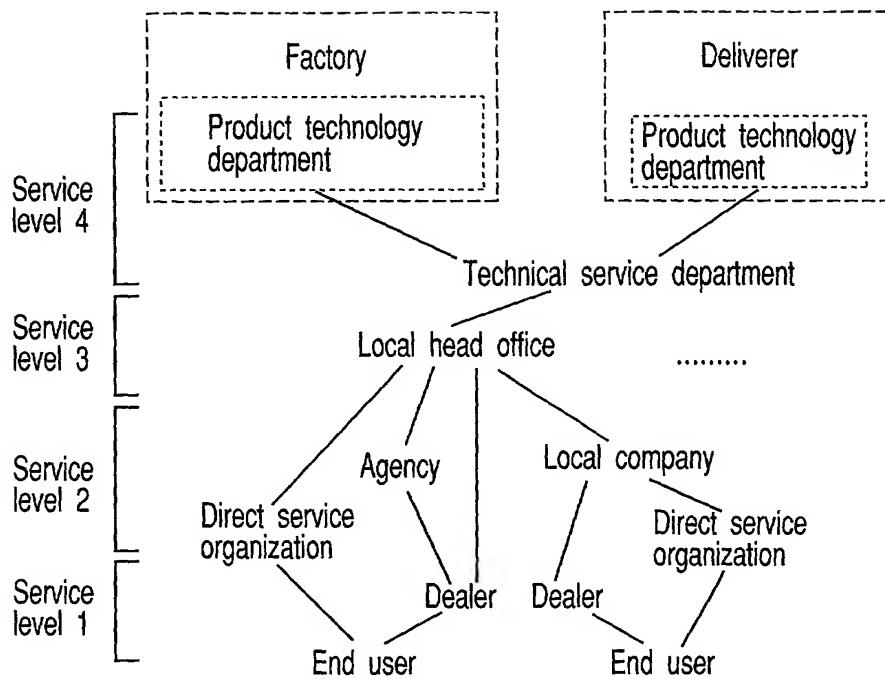


FIG. 1

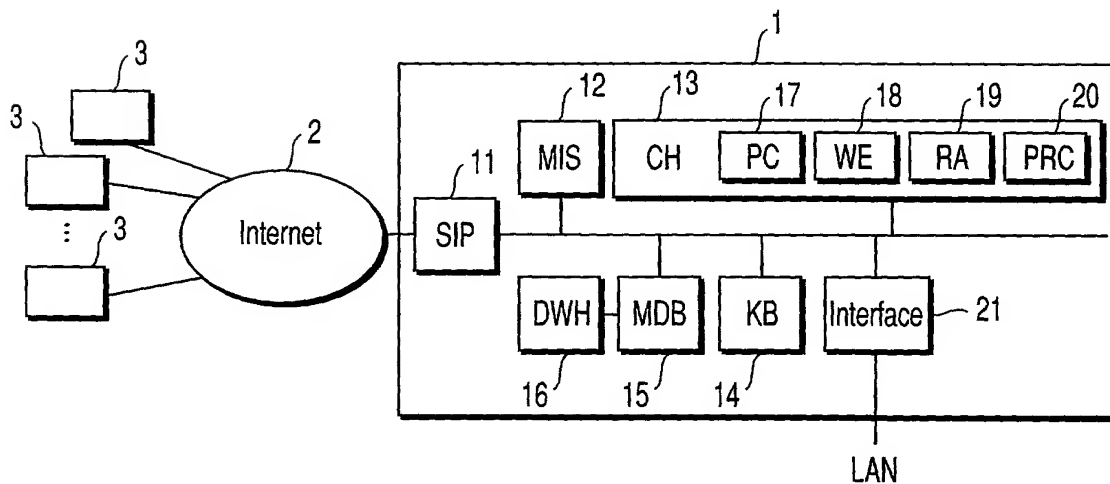


FIG. 2

31

| No. | Analysis / determination item |
|-----|--|
| 1 | Delivery situation of defective service part |
| 2 | Machine market operation reliability of defective product |
| 3 | Report situation to call center of the occurrence of complaints that are same as given complaint |
| 4 | Identical problem situation of maintenance service information about the occurrence of complaints that are same as given complaint |
| 5 | Setup report situation about the occurrence of complaints that are same as given complaint |
| 6 | Compensation situation of defective product |
| 7 | Product sales situation and inventory situation of defective product for the previous month |
| 8 | Product sales situation and inventory situation of defective product for the total period |
| 9 | Download situation of firmware and drivers corresponding to complaint |

FIG. 3

32

| Points | Range of value X1 obtained from formula of delivery situation of service part |
|--------|---|
| 1 | $X1 \leq 49$ |
| 2 | $50 \leq X1 \leq 99$ |
| 3 | $100 \leq X1 \leq 149$ |
| 4 | $150 \leq X1 \leq 199$ |
| 5 | $200 \leq X1$ |

FIG. 4

33

| Points | Range of value X2 obtained from formula of machine market operation reliability information |
|--------|---|
| 1 | $X2 \geq 100$ |
| 2 | $99 \geq X2 \geq 75$ |
| 3 | $74 \geq X2 \geq 50$ |
| 4 | $49 \geq X2 \geq 25$ |
| 5 | $24 \geq X2$ |

FIG. 5

| Points | Range of value X3 obtained from formula of report situation to call center |
|--------|--|
| 1 | $X3 \leq 0.9$ |
| 2 | $1 \leq X3 \leq 3$ |
| 3 | $4 \leq X3 \leq 6$ |
| 4 | $7 \leq X3 \leq 10$ |
| 5 | $11 \leq X3$ |

FIG. 6

| Points | Range of value X4 obtained from formula of identical problem situation of maintenance service |
|--------|---|
| 1 | $X4 \leq 0.9$ |
| 2 | $1 \leq X4 \leq 3$ |
| 3 | $4 \leq X4 \leq 6$ |
| 4 | $7 \leq X4 \leq 10$ |
| 5 | $11 \leq X4$ |

FIG. 7

| Points | Range of value X5 obtained from formula of setup report situation |
|--------|---|
| 1 | $X5 \leq 2.4$ |
| 2 | $2.5 \leq X5 \leq 4.9$ |
| 3 | $5.0 \leq X5 \leq 7.4$ |
| 4 | $7.5 \leq X5 \leq 9.9$ |
| 5 | $10.0 \leq X5$ |

FIG. 8

37

| Points | Range of value X6 obtained from formula of compensation situation of model |
|--------|--|
| 1 | $X6 \leq 2.4$ |
| 2 | $2.5 \leq X6 \leq 4.9$ |
| 3 | $5.0 \leq X6 \leq 7.4$ |
| 4 | $7.5 \leq X6 \leq 9.9$ |
| 5 | $10.0 \leq X6$ |

FIG. 9

38

| Points | Range of value (X7/X8) obtained from formula of product inventory situation of model |
|--------|--|
| 1 | $(X7/X8) \geq 100$ |
| 2 | $99 \geq (X7/X8) \geq 75$ |
| 3 | $74 \geq (X7/X8) \geq 50$ |
| 4 | $49 \geq (X7/X8) \geq 25$ |
| 5 | $24 \geq (X7/X8)$ |

FIG. 10

39

| Points | Range of value X9 obtained from formula of download situation of firmware and drivers corresponding to complaint |
|--------|--|
| 1 | $X9 \leq 24$ |
| 2 | $25 \leq X9 \leq 49$ |
| 3 | $50 \leq X9 \leq 74$ |
| 4 | $75 \leq X9 \leq 99$ |
| 5 | $100 \leq X9$ |

FIG. 11

| No. | Weight setting |
|-----|----------------|
| 1 | 1 |
| 2 | 1 |
| 3 | 1 |
| 4 | 1 |
| 5 | 1 |
| 6 | 1 |
| 7 | 1 |
| 8 | 1 |
| 9 | 1 |

FIG. 12

| Rank | Points |
|------|------------|
| A | 45~31 |
| B | 30~16 |
| C | 15 or less |

FIG. 13

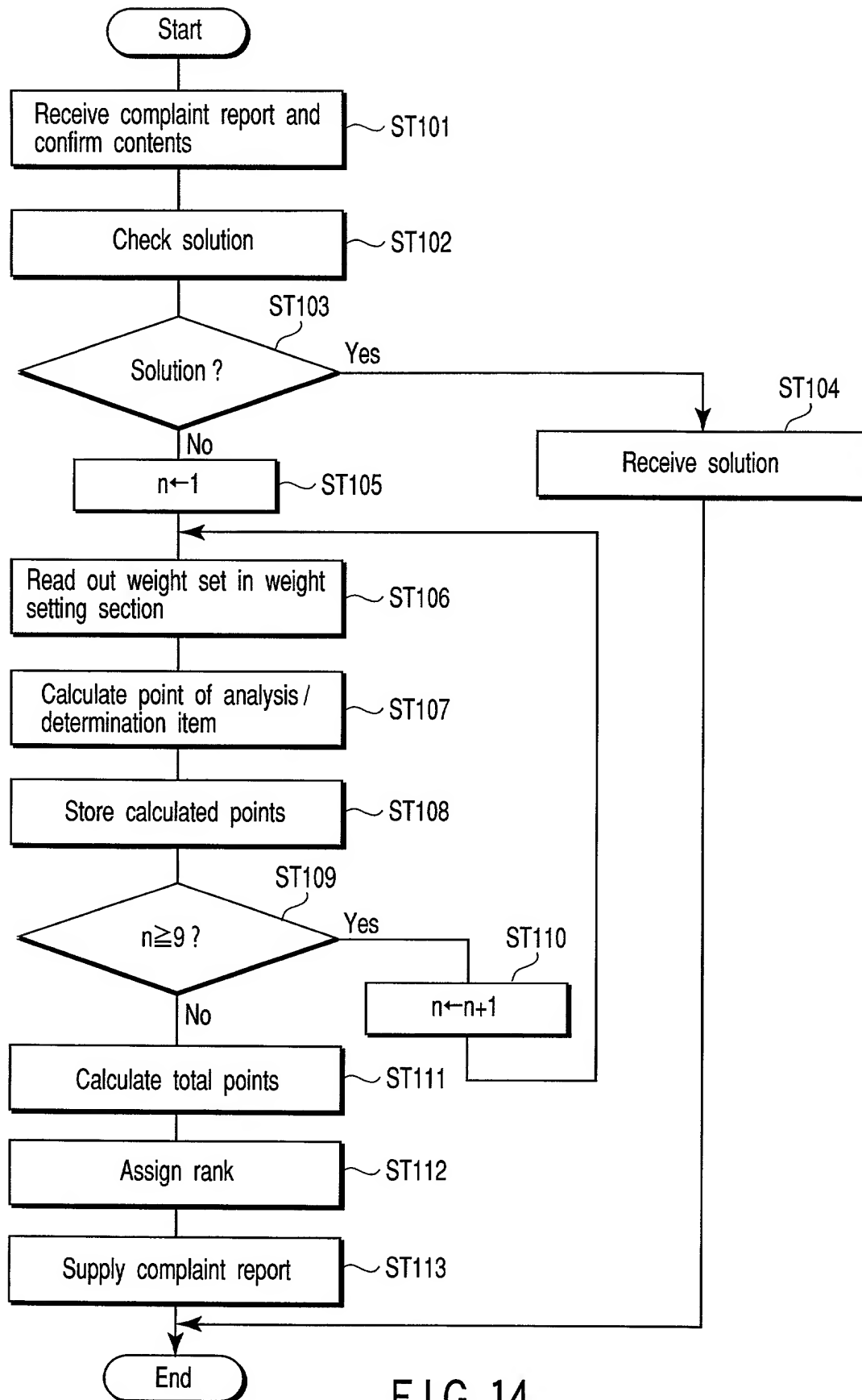


FIG. 14